Online FAQ's

Q: The system says my **information does not match** what is in Social Security. But I know I am putting in the correct information. Why won't the system let me continue?

A: When you receive this message and are absolutely positive that you are putting in the correct information, then we have an error on our side. If you call us at our toll free phone number, 1-888-920-9675, Monday through Friday from 8 am to 5 pm MST, and tell the person that answers the message you are getting, they can assist you and correct your information. Once your information is corrected inside our system you will be able to create a user name and password and continue into our online system.

Q: The system says I **already have a user name** and will not allow me to continue and log into your online system.

A: You will need to take the user name that the system gives you in the message and go to our main log in page at https://jobs.utah.gov/selfservice/seeker/login.asp?ccv=1 You can click on the "Forgot Password" link located there, reset the password for your account and get into our online system.

Q: I try and **add my Major and Minor** but it does not work.

A: When you click on the "Add Major" button the system brings up a popup box where you can select your major from a list. If you are not able to see this box you may have double clicked the "Add Major" button. If you did this, the box may have been hidden behind another one of your windows. You should be able to find it on your screen and continue on.

Q: The system says that **I don't qualify** for this job but I do qualify (Why can't I get information on how to apply?).

A: You will need to click on the "Why don't I qualify" button located at the bottom of the page inside the system where it says you do not qualify. When you click on this button the system will give you a list of the items that do not match between your online record and what the job requires. You can add the information that you are missing to your record by either going to the "Skills Matching" and "Personal Resume" links in the left hand menu or clicking on the link to the right of each of the items listed on the "Why don't I qualify" page. If after updating all of your qualifications you still cannot get the information on how to apply, please call 1-888-920-9675 Monday through Friday 8 am to 5 pm MST for further assistance.

Q: How do I **add my experience** so I qualify for this job?

A: You can add your experience by going to the "Desired Jobs" page (page 5) of the "Skills Matching" link in the left hand menu. The system job title you choose and add here has to be the exact same system title that you see when you click on the "Why don't

I qualify" button on the job you wish to apply for. Once you have chosen the system job title and it appears on the right hand side of your page, click on the "Next" button, and add the months of experience on the next page that appears. If the system job title is not exactly the same title that the job has, your experience will not show correctly and the system may not allow you to get the information on how to apply for that job.
(Please note: Our system only allows you to choose up to 6 system job titles. So please only chose the 6 best titles for you.)

Q: What do I need to do to **fully register** inside your system? Unemployment Insurance has told me I need to do that to receive benefits.

A: You can edit and add all of your information if you go to the "Skills Matching" and "Personal Resume" links in the left hand menu. You will need to fill out all of the pages inside both of these links to fully register inside our system.

Q: How do I **Activate/Inactivate my record** so employers can/not see my information?

A: After you have logged into our online system at jobs.utah.gov you can click on the "Welcome" link in the left hand menu.   At the bottom of that page there is either a "Reactivate Account" button or an "Inactivate Account" button to either activate or inactivate your online record with us.

Q: I found a job on AJB (America's Job Bank) but can not find the job now on jobs.utah.gov   How do I find it at jobs.utah.gov   ?

A: You should have a Utah number from the job you found on America's Job Bank (Example: UT 8141234). Take that number and go to the "Job Search" link in the left menu, then select the "Advanced" button there. On the first screen, you can type in the job number you have (Example 8141234. Please note: Do not put the UT in front of the number or it will not work). Once you have entered the job number, click on the "Next" button. This will then take you to that specific job inside our system.

Q: Where do I find a **305 general application** for employment?

A: You can find the 305 general application for employment by clicking on the "Forms" link in the left menu, or go directly to this page.   http://jobs.utah.gov/jobseeker/305.pdf

Q: How do I send **my resume** from your system?

A: There is no way to e-mail your resume from our system. You are only able to send a resume that you have created yourself outside of our online system.

Q: How do I **upload my resume** into your online system?

A: There is no way to load an already existing resume into our system. You can use the resume you created outside our system when you apply for jobs. But you will need to fill

out our online information by going to both the "Skills Matching" and "Personal Resume" links in the left hand menu to receive information on how to apply for the jobs inside our system.